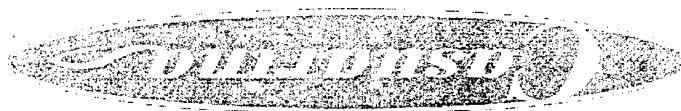


July 2006

Consultation Report

Master Plan Displays

Casuarina Village



July 2006

Casuarina Village

1.0 Summary

In late June 2006, Promedia Community held a number of public displays at the Casuarina Conference Centre on behalf of Consolidated Properties. The displays were held with the primary purpose of providing local residents in Casuarina, Kingscliff, Cabarita, Pottsville and the broader Tweed community with the opportunity to view three draft master plan options for the proposed Casuarina Village.

Residents who attended the displays were invited to ask questions about the proposed development. The open style and nature of the public displays was welcomed by people who attended and fulfilled a commitment to transparent communication made by Consolidated Properties prior to start of the displays.

The displays provided a valuable opportunity to present relevant information about the proposed village designs to the community, engage in frank and open discussion and respond to community concerns about specific issues and to document community preferences prior to the development of the final village master plan design. The public displays also provided an opportunity to forge relationships with the local community and build an understanding of community information requirements.

This report contains the following sections:

- Objectives of the public displays
- Activities promoting the public displays
- Format and room layout
- Listing of common questions and responses
- Analysis of participants and issues
- Outcomes and proposed activities

The Casuarina Village master plan displays have provided valuable insights into community attitudes relating to the development of Casuarina Beach and the proposed Casuarina Village. Although not a specific requirement set down by the Development Application process, the meetings have served to build a picture of community opinions and attitudes in relation to further development in the Tweed region.

This report has been prepared by Promedia Community with the approval and input of senior management at Consolidated Properties; Don O'Rourke and Steve Pink.

2.0 Objectives

- To ensure an open and transparent process to encourage local input and feedback on the master plan displays prior to the presentation of the final design
- Explain the design concept and thinking behind the Village concept
- Capture and respond to specific community issues during the public consultation process
- Clearly outline the opportunity for on-going communication through the dedicated Community Liaison Office

3.0 Activities

Prior to the public displays activities included:

- Establishment of the Community Liaison Office, with a named Community Liaison Manager (Susanne Taylor), dedicated 1300 number and email address and website
- Briefing with Lucy Turnbull, Tweed Administrator by Don O'Rourke, CEO of Consolidated Properties
- Issuing display materials to Tweed Administrators for comment prior to the start of the public display period
- Distributing an email alert to Casuarina residents via the Casuarina Residents' Association
- Placement of 4 public notices advertising the meetings in *The Tweed Daily News* on June 16, 17, 19 and 21.
- Placement of A3 posters advertising the public meetings in community locations in Cabarita, Kingscliff, Hastings Point, Pottsville and Murwillumbah
- Background briefing on Casuarina Village and the objectives of the consultation process with Leonie Brant, Senior Journalist on the *Daily News*
- Review of the demographics and social profile of the Tweed region to ensure a broad cross-section of the community to attend the public meetings
- Calls to the Residents Associations in the region; Cabarita, Casuarina, Hastings Point, and Kingscliff to encourage participation
- Public display notices sent to State Member Neville Newell and Federal Member Justine Elliott.

4.0 Participants, Format & Presentation Materials

The public displays were held on Sunday June 25 between 10.00am and 4.00pm Monday June 26 and Tuesday June 27 between 6.00pm and 9.30pm. The consultation period closed on Sunday July 16.

4.1 Participant summary

Session Date	Number of attendees		Local Communities represented	Number of feedback sheets returned
Sunday June 25	315		Casuarina Beach, Salt, Kingscliff, Bogangar, Pottsville, Tweed, Currumbin, Coolangatta, Banora Point, Burleigh, Ormiston, Brisbane	79
Monday June 26	21		Casuarina, Kingscliff	18
Tuesday June 27	14		Casuarina, Kingscliff	12

Many of the visitors to the displays are building new homes at Casuarina and the suburbs listed here reflect where they currently live.

Following the three-day display ending on Tuesday 27 June, a further 38 sheets were posted back in reply paid envelopes.

4.2 Display Format

The display format involved:

- Greeting each attendee, asking them to sign the visitors book and providing a copy of the feedback sheet
- Explanation of the display process and purpose, the layout of the display and the importance of the feedback sheet in providing community feedback
- Continuous slideshow providing general visuals of possible community amenities and services
- Viewing of the information display boards to provide the following details: beach access points, limits on building heights, minimum required public car parking spaces, proportion of community greenspace incorporated into each design, overview of the design process and purpose and the community facility options
- Informal question and answer sessions with attending architects to explain the nature of each design and the dominant design themes
- Refreshments provided allowing attendees, architects and Promedia Community staff to meet and mingle and discuss community ideas, interests and concerns
- Answering specific questions in relation to the feedback sheets

- Establishing contact names and details for further communication following the public displays

The primary focus of the meetings was the opportunity for attendees to informally meet and discuss each individual master plan design with the architects who designed them. In addition, attendees were encouraged to spend sufficient time viewing information and asking questions. This opportunity to discuss ideas and design concepts was appreciated by the public and was in keeping with the low-key style and nature of the consultation. There were no formal presentations, allowing people to make up their own minds on the materials.

4.3 Feedback from the Residents Associations

After the display period the Residents Groups in Cabarita, Kingscliff and Casuarina were contacted to discuss specific issues and concerns. The following concerns were noted:

Casuarina Residents' Association has requested that a surf life saving is fully investigated with the relevant authorities. The prime concern here is to ensure that Casuarina Beach is patrolled to avoid loss of life and promote a safe beach. Although not related to the Village design and therefore not part of the final master plan, Consolidated Properties have given an undertaking to investigate setting up a facility at Casuarina in association with Tweed Administrators and Surf Life Saving Australia.

Kingscliff Residents' Association has requested a review of access to the beach and boardwalk for elderly, disabled and mothers with young children. Consolidated Properties has noted this request and will investigate possible solutions, including road widening to accommodate mini buses with disabled facilities and/or providing a minibus service in the Village Centre for those who require it.

Cabarita and Bogangar Residents Group has presented these issues for consideration; public transport access to the Village Centre and disabled and elderly access to the beach.

In the coming weeks, a letter confirming the issues raised by each Group will be sent to the President of each Association. Prior to the master plan final design these issues and concerns will be addressed by Consolidated Properties.

4.4 Activities post display period

Activities at the conclusion of the meetings included:

- Distribution of feedback sheets and self-addressed envelopes to community centres
- Follow up phone calls to Tweed region Residents' Groups: Cabarita, Casuarina and Kingscliff
- Commitment to providing a summary of the main interests and concerns which emerged from the public displays
- Placement of the master plan designs on the website for further viewing
- Provision of a community newsletter after the July deadline
- Letters confirming specific issues sent to Residents Associations

5.0 Common Questions & Responses

The following questions and responses emerged from the public displays:

Why are there plans for a new village in Casuarina?

Casuarina's population has been growing rapidly over the past five years, and as a result, the demand for retail, shopping and community amenities has grown. From the outset, local residents were promised a Village Centre and now this promise is being delivered in the first stage of planning which covers the opening of a Coles supermarket in a retail precinct fronting the Coast Road.

What will Casuarina Village comprise of?

Members of the community have been invited to participate in the design and masterplan for a mixed-use social, retail and community centre. The Village is intended to serve the needs of residents, the local community and tourists to enhance amenities in the area.

How will extra traffic be managed?

We anticipate an increase in traffic, although much of the traffic will be restricted to the area around the retail precinct adjacent to the Coast Road. All the designs are options only, so once we have a final design more detailed traffic planning will be undertaken.

Will the new Village include a surf life saving facility?

We want people to judge the Village on its design merits and the community facilities it will offer. The surf lifesaving facility is an on-going topic of interest from Casuarina residents and it is something that we will address with the relevant authorities i.e. the existing surf club nearby at Salt Village and Surf Life Saving Australia.

Why are there three designs?

We want to offer people a choice of design and also to incorporate the best aspects of each design into the final master plan. The designs are intended to help people visualise what a Village might look like and the type of facilities it could offer.

Where is the site for the proposed centre?

The site is a 20 hectare parcel from the Coast Road eastward to the public boardwalk along the Casuarina beach front. The Village will draw in residents and the community from Casuarina's northern, southern and central precincts, forming an activity hub and energy centre in the area.

Who will use Casuarina Village?

Casuarina Village will be open to everyone from residents, other members of the Tweed Coast community and tourists. It will be a village everyone can use.

When will the building work start?

Providing there are no significant delays in the approval process, we anticipate work starting on the first stage, the retail precinct in early 2007.

6.0 Analysis of respondents & issues

The feedback form provided the data we have analysed. The feedback form also provided answers to which design was most preferred, reasons for this choice, and what design issues were important for the proposed Casuarina Village. There were also details relating to the respondents demographics.

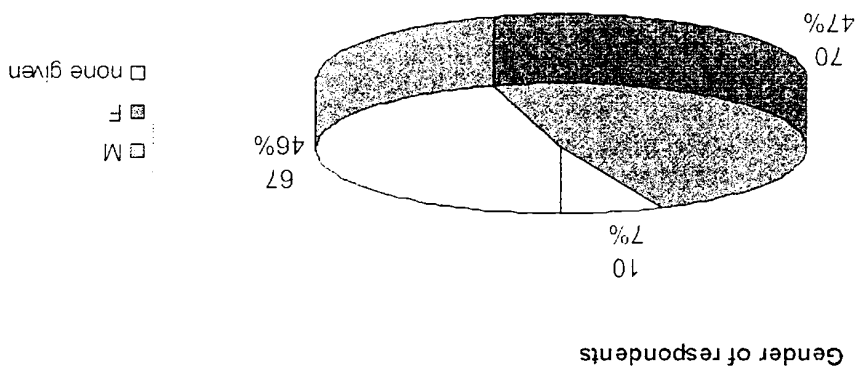
The total number of feedback sheets received before the 16 July 2006 deadline was 147. Not all answers were provided by respondents. Where possible we have identified where information was missing.

(The feedback form can be found at Appendix I)

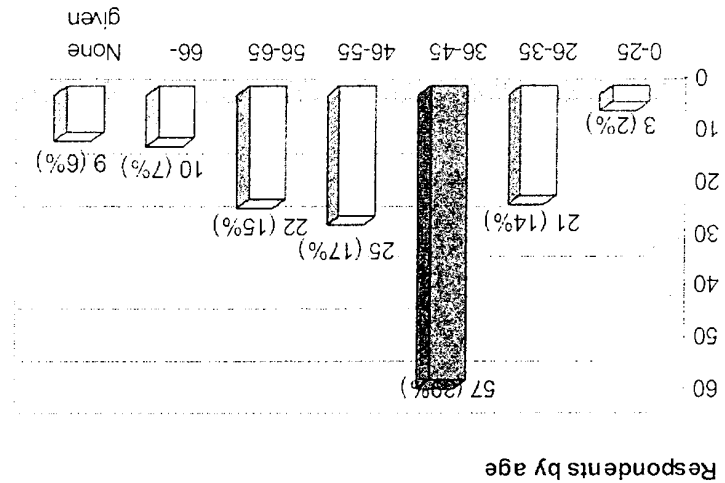
6.1 Summary of findings

Category	Findings
Most represented age group	36-45 years (40%)
Preferred design option	Option A (38%) and B (33%)
Top 3 design aspects of Option A and B	• Public space (amount and distribution of green space, open space, wide roads, pedestrian-dedicated areas); • Community feel (has a heart where people can gather, interact and relax); • Convenient design (good mix of services within easy access).
Top 3 community amenities	• Entertainment & eating out • Medical & health • Community and social
Most represented community	Casuarina (82%)
Numbers attending the public displays	350
Number of feedback sheets	147
Top 3 issues	• The provision and amount of beachfront retail and dining; • The increase in traffic and its impact on easy access, quality of life, and safety; • A greater proportion of retail to residential use in the Village as a whole

6.2 Analysis of respondents by gender, age group and community



The number of female respondents (70) narrowly outnumbered male respondents (67). However 10 respondents did not provide this information.

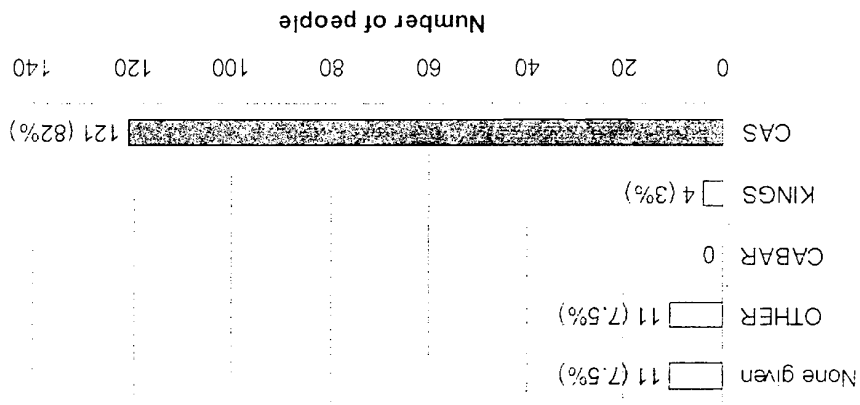


The 36-45 age group was significantly the largest cohort (57, 39%).

The other age groups were fairly equally represented: 46-55 years (25, 17%); 56-65 years (22, 15%); and 26-35 years (21, 14%). Those aged 66 years and above numbered 10 (7%), and young adults or children, 3 (2%). Nine people (6%) did not provide their age.



Respondents by community



Not surprisingly, the Casuarina community (121, 82%) was the strongest representation in the consultation.

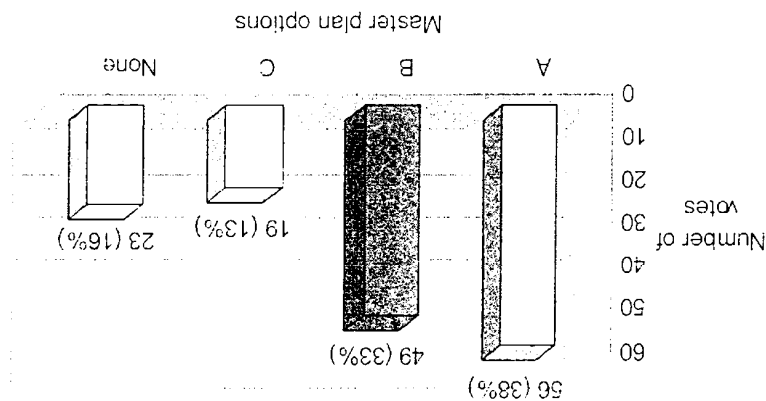
Very few residents from neighbouring Kingscliff (4, 3%) and Cabarita (0) contributed to feedback. People from farther afield communities recorded as 'other' (11, 7.5%) represented Pottsville, Cudgen, Westlake, Gymea, Fig Tree Pocket, Ormiston and Indooroopilly. The same number of people (11, 7.5%) did not provide their suburb.

6.3 Analysis of feedback sheet data by question

Question One

Which design option do you prefer? Design A B C

Q1 which design option do you prefer?



Two of the designs came out on top: master plan option A, Malcolm Middleton Architects (56, 38%) and Option B ML Design (49, 33%).

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The people who did not vote for any of the designs (23, 16%) outnumbered those who voted for Option C hpa Architects (19, 13%).

Categories of reasons and issues

To help us analyse answers to the open-ended parts of questions 2, 3, 4, 5, 7, and 8, we categorized the script of what people wrote by assigning it one or more common categories.

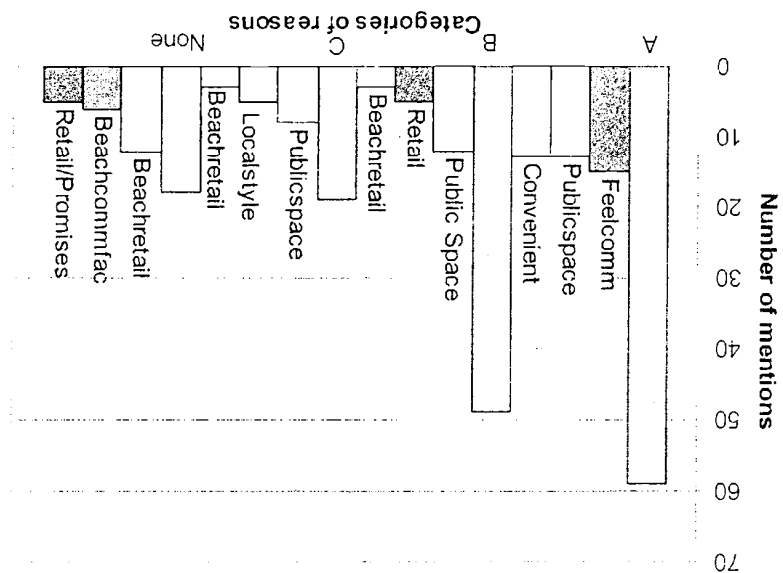
Please see Appendix I for a full category commentary.

Beach retail	Cultural
Number	Fitness
Traffic	Pedestrian
More parking	Youth teen
Away beach parking	Promises
Near beach parking	Playing fields
Not overlook parking	Beach community facility
Esplanade	Convenient
Touristy	Local style
Life save club	Beach access
Over pricing	Infirm / disabled
Community feel	Other

Question 2

Why did you choose this design over the other two?

Q2 Why did you choose this design?



Option A

Option A scored equally strongly across all three of its top reasons with the 'community feel' (15) aspect coming out marginally ahead of 'public space' (13) and 'convenient' (13).

Respondents who chose **A** felt that the compact nature of the design with a strong centre gave it a community feel that they wanted for their town centre. They liked the idea of a water feature and amphitheatre in the plaza and the 'European piazza' feel. They liked the strong wide boulevard and the open spaces of the plaza and pocket parks. They also liked the mix of retail below residential lining the boulevard and around the plaza.

Option B

Option B scored most highly on 'public space' (12) by a wide margin. 'Retail' (5) and 'beach retail' (3) were the next important reasons.

People who chose **B** liked the fan-shaped plaza that flared out to the beach, they liked the dispersal of intimate parks across the Village space and how they were located in the middle of residential blocks so that some 'green' was always accessible. They liked the additional retail intersection that ML Design had designed beyond the shopping centre that would cater for convenience shopping trips. They also identified ML's parade of shops facing the plaza as similar to that of Salt's, which they liked.

Option C

Option C again had public space as the main reason for its choice (8) over 'local style' (5) and 'beach retail' (3).

People were impressed by the one hectare devoted entirely to the park on the beachfront. They liked the fact this was bound on one side by a pedestrian path leading directly from the beach to the centre of the village.

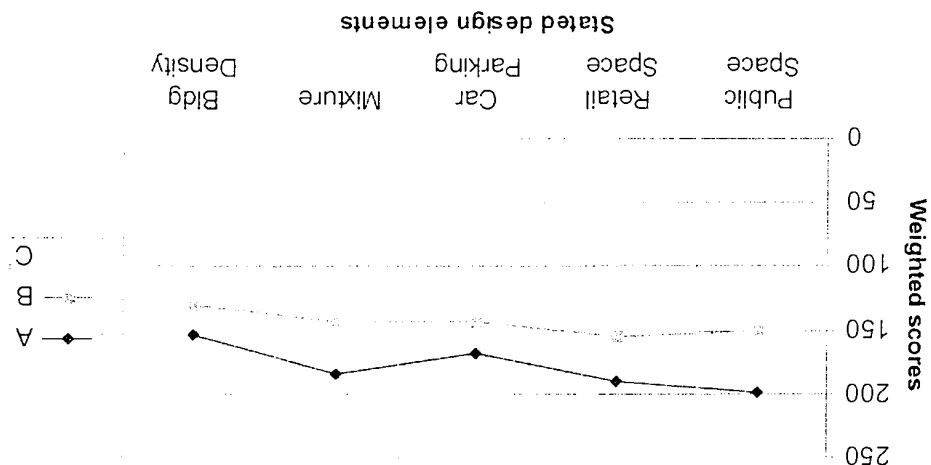
They also liked the slightly asymmetrical style of this village as a result of the off-centre boulevard alignment and the way its intersecting roads crossed at angles. They felt this reflected the local beach style, more relaxed than A's strict geometric design.

Question 3

What did you like the most about your preferred design option? (1 = most preferred to 5 = least preferred)

1. Location & amount of public space
2. Location & amount of retail space
3. Location of car parking
4. Mix between buildings, public open space and roads
5. Building density

Q3 What did you like most about your preferred design option?



(Answers to this question were weighted according to the preference given to each element. If the respondent circled 1 as the most preferred, we accorded it 5 points. If they circled 5 as the least preferred, we gave it 1 point)

Public space scores highly in all three architect designs with retail also featuring highly in design A and B.

Retail space in design option B, outranks its public space score. This indicates that the secondary retail area, near the beach has a strong public approval rating. Malcolm Middleton's design option A, boulevard shopping also does well in this question though it

is still secondary to his public space. Hpa's scoring for retail is unexpectedly low compared with its previous scoring.

Parking takes a dip in both Malcolm's and hpa's designs, but less so in ML's. This indicates that residents preferred ML's two concentrations of parking, one near the retail centre - in addition to its dedicated parking - and another at the beach end. Less preferred is Malcolm's evenly spread parking along the boulevard to the beach, and hpa's which concentrates more toward the beach end.

The best of all three designs

The analysis points to a final master plan which incorporates the following:

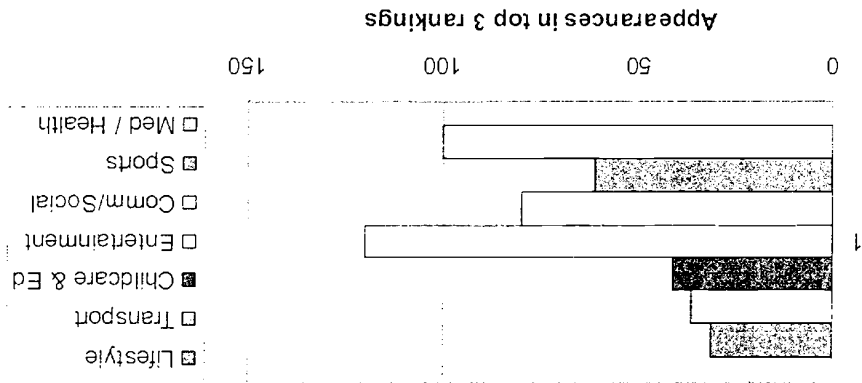
- greater centralization and focus as in A
- central design statement i.e. amphitheatre/water feature in A
- secondary retail area as in B
- a beach end and retail end concentration of parking like B
- large green space as in C
- greater mix of retail with residential

Question 4

What community services and facilities would you like the Village to provide? (Please number the services in order of preference where 1 is the most preferred)

1. Medical / health
2. Sport facilities
3. Community / social
4. Entertainment, bars and restaurants
5. Childcare and education
6. Transport from neighbouring villages
7. Lifestyle and beauty therapies (e.g. day spa)
8. Other, please specify

Q4 What community facilities and services would you like the Village to provide?



Data from question 4 counted the number of times the particular facility or service was ranked 1, 2 or 3.

People would like the village to provide firstly Entertainment, bars, restaurants (120), second Medical / health (100), third Community / social (80), then Sports facilities (61), Childcare & education (41), Transport from neighbouring villages (36) Lifestyle & beauty therapies i.e. spa (31)

This indicates that the need for dining and eating is dominant and that the master plan's design of this element is fundamental to its success.

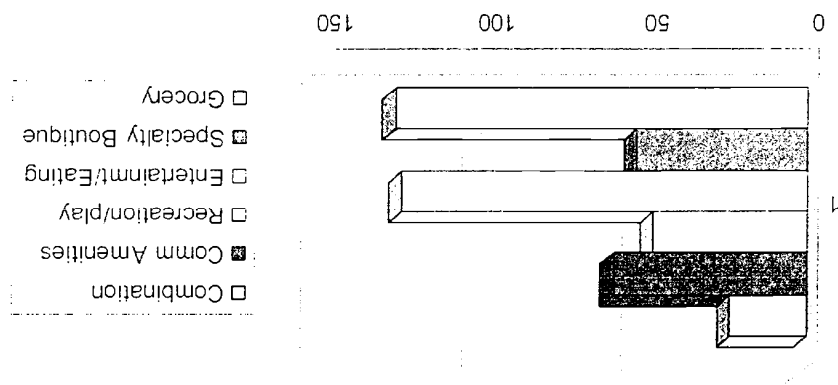
A strong demand for medical and health services perhaps reflects a dearth in the area and the opportunity available to Casuarina Village to offer a specialist centre catering to a family's all-round health needs.

Question 5

What would be the main reason you would visit the Village? Please list in order of preference from 1-5

- 1. Grocery or food shopping
- 2. Specialty or boutique shopping
- 3. Entertainment and eating out
- 4. Recreation and play
- 5. Community amenities
- 6. Combination
- Other, please specify

Q5 What would be the main reason you would visit the Village?



Again data from question 5 counted the number of times the particular reason was ranked 1, 2 or 3.

Results here again underscore the importance of 'Entertainment and eating out' (126) though the main reason is Grocery or food shopping (128). There is then a considerable gap before Specialty or boutique shopping (53), followed by Recreation and play (48), Community amenities (60), and Combination (24).

Question 6

Which local town centres do you currently use? 1 2 3

Number of mentions in top 3		Shopping destinations
120	Kingscliff	
101	Tweed Heads, Centre, South Tweed	
25	Salt	

Unsurprisingly with its large Woolworths, Kingscliff (120) was the favourite destination for shopping. The Tweed centres (101) came close, however a number of respondents noted that they do not find Tweed accessible for the disabled or elderly. Salt's proximity outweighed its range and choice as a top shopping destination (25).

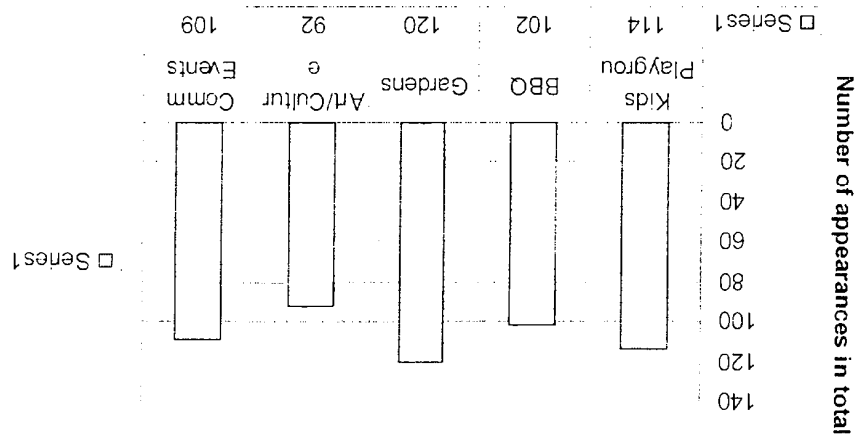
Interestingly, 11 people (7%) ranked Robina Town Centre and 8 people (5%) Pacific Fair at Broadbeach as one of their top 3 destinations. This indicates these people could be travelling between 30 – 40 minutes for choice and quality shopping.

Question 7

What facilities would you like to see in the Village public spaces?

1. Kids playground
2. BBQ facilities
3. Art / cultural monument
4. Community events
4. Other, please specify:

Q7 What would you like to see in the public spaces



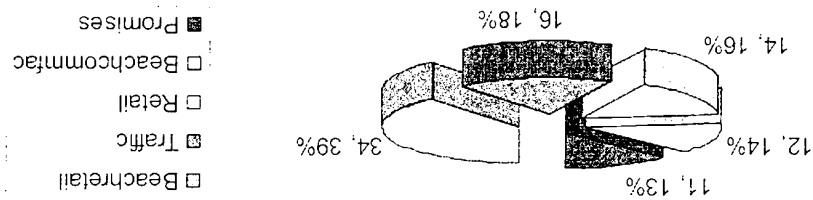
There was no significant collective preference to what residents wanted in the public spaces. Gardens obtained 120 mentions, followed by a kids playground (114), community events (109), barbecue facilities (102), and art & cultural monuments (92).

6.4 Issues and comments

The bulk of respondents' comments entered in the 'any more comments' section of Question 9, tended to be issues on how the designs could be improved, or what they felt had not been covered.

We captured them as follows.

Top 5 issues raised



The top issue of concern raised was 'beach retail' (34, 39%), followed by 'traffic' (16, 18%), 'retail' (14, 16%), beach community facilities (12, 14%) and 'promises' (11, 13%).

Beach retail

The top issue relates to the provision of restaurants, bars, cafes and shops near the beach. This is reflected in data from both question 4 and 5 which underscore that 'Entertainment and eating out' (along with food shopping) far outranks any other town centre facility or reason for visiting. Therefore, ambience and lifestyle ranked mostly highly.

Also mentioned was children's facilities within view of these retail outlets near the beach, so that while the kids can play, parents can watch over them.

Traffic

Traffic is another key issue. Salt residents are concerned their traffic will be funnelled past the shopping centre, causing them delays. Many wanted more access roads from Tweed Coast Road. Many others were concerned Casuarina Way would be upgraded into a main road, increasing the speeds and danger for their children. Others suggested

there should be access to the playing fields via the shopping centre so that the traffic using the residential road can be downsized.

Many mothers wanted eating and dining places that did not overlook the parking. They were also concerned with roads near the beach front and parks, where it would potentially be unsafe for children to play.

More retail

More retail in general was a feature of many responses, including the mix between residential and retail facilities. Another variant of 'more retail' was the need for more retail competition and facilities like cafes and restaurants near the beach, like Salt.

Previous discussions

Previous discussions and proposals in relation to the Town Centre was raised as an issue including the facilities that people believed to be part of the original Town Centre design; surf club, movies, retail near the beach. Most Casuarina Beach residents wanted the Village Centre to be completed as soon as possible, and found the 10 year timeframe for final completion too long.

Wish list

In questions 4, 5 and 7 we asked respondents about the services they would like to see, the reasons for going to the village and what they would like to see in the public spaces. As part of these questions we provided an 'other' option and space to fill in details.

Data captured here revealed the following 'wish list' of facilities.

Facilities	Mentions
Surf club	36
Cinema	11
Library	8
Bike paths	4
School	1

The single most important topic in many respondents' minds is the surf club (36 in comparison, under a third to a quarter the number of mentions were 'cinema' and 'library', which nevertheless reflects the desire on a part of the community for their town centre to offer community facilities.

7.0 Outcomes & opportunities

7.1 Objective and outcomes

Meeting Objectives	Outcomes
Objective 1: To ensure an open and transparent process to encourage local input and feedback on the master plan displays	▪ All participants had the opportunity to ask questions about the design options ▪ Participants were encouraged to fill in the feedback forms to record their opinions ▪ The display format was informal, allowing participants to ask questions on topics of specific interest and allowing people to make up their own minds ▪ The common design aspects of the three options were clearly displayed and explained ▪ The display format produced valuable input to preferred community amenities ▪ The timeframe for the first stage of the Village Centre (the retail precinct) was clearly outlined and displayed ▪ Ample time was set aside to allow residents to meet and mingle freely with the architects and consultation team ▪ The feedback forms were designed to capture both positive and negative community feedback
Objective 2: Explain the design concept and thinking behind the Village concept	▪ The display format produced valuable input to preferred community amenities ▪ The timeframe for the first stage of the Village Centre (the retail precinct) was clearly outlined and displayed ▪ Ample time was set aside to allow residents to meet and mingle freely with the architects and consultation team ▪ The feedback forms were designed to capture both positive and negative community feedback
Objective 3: Capture and respond to specific community issues during the public consultation process	▪ All display materials included the dedicated 1300 number and email address ▪ The website was updated following the display period ▪ There is on-going contact between the Community Liaison Office and Tweed Resident Associations
Objective 4: Clearly outline the opportunity for on-going communication through the dedicated Community Liaison Office	

7.2 Opportunities and next steps

Overwhelmingly, the response to the public displays was positive. Participants who came to the displays expressed support for the Village Centre concept and there was no opposition to the services and facilities the Village will provide. Issues that were raised related to the mix of services and facilities, where facilities will be located and associated issues for example, the Surf Life Saving Club.

Most appreciated the opportunity to have their say and provide input on their preferred Village Centre design option.

With the first stage of consultation complete the opportunities in the coming months include:

- Present the output from the displays for analysis by Tweed Administrators and other government agencies
- Agree the timeframes to deliver the Village including the key development phases
- Merge the best design aspects of the three options into the final master plan for contract to architect of Consolidated Properties' choice
- Manage related issues like the Casuarina Surf Club in association with other key agencies including Tweed Administrators and Surf Lifesaving Australia
- Continue to keep the community informed about progress through newsletters, and personal contact with Residents Groups
- Plan community amenities around stated community needs

Now the community has had an opportunity to provide input, the next stage is to move as swiftly as possible to the final master plan and to agree the timeframe to development, starting with the retail precinct, stage one.

The consultation has proven that the community needs and requires the community, retail and tourist facilities the Village Centre will offer. With some adjustment to the mix of services, the community (in the main) will support the Casuarina Village development.

Appendix I

Casuarina Village Master Plan
 Feedback Sheet

Thank you for taking the time to complete this feedback sheet. Please note that all information on this sheet will be treated confidentially and will not be used for market research purposes.

Village design options

1 Which design option do you prefer?

☐ Design A ☐ Design B ☐ Design C

2 Why did you choose this design over the other two?

3 What did you like the most about your preferred design option? (1 = most preferred to 5 = least preferred)

Location & amount of public space	1	2	3	4	5
Location & amount of retail space	1	2	3	4	5
Location of car parking	1	2	3	4	5
Mix between buildings, public open space and roads	1	2	3	4	5
Building density	1	2	3	4	5

Please provide further comments below:

4 What community services and facilities would you like the Village to provide? (Please number the services in order of preference where 1 is the most preferred)

- ☐ Medical / health
☐ Community / social
☐ Childcare and education
☐ Other, please specify
- ☐ Sport facilities
☐ Entertainment, bars and restaurants
☐ Transport from neighbouring villages
☐ Lifestyle and beauty therapies (e.g. day spa)

5 What would be the main reason you would visit the Village? Please list in order of preference from 1-5

1. Grocery or food shopping
 2. Specialty or boutique shopping
 3. Entertainment and eating out
 4. Recreation and play
 5. Community amenities
 6. Combination



Other, please specify

6 Which local town centres do you currently use?

7 What facilities would you like to see in the Village public spaces?

- ☐ Kids playground
- ☐ Gardens
- ☐ Other, please specify:
- ☐ BBQ facilities
- ☐ Art / cultural monument
- ☐ Community events

9 Any other comments?

The next section is optional. Filling it in, however, will help us create a more accurate profile for the development of your Village. All data will be treated as confidential.

Are you? ☐ Female ☐ Male

Which age bracket do you fall into?
☐ 0-25 ☐ 25-35 ☐ 35-45 ☐ 45-55 ☐ 55-65 ☐ 65-85

Where do you live?

Please provide the town or suburb below

If you would like to have your name added to the mailing list for development updates please provide your contact details below.

Name	Address	Email	Home No	Mobile

Thank you for your participation. If you would like more information please call number 1300 033 800 or visit the Casuarina Village website at www.casuarinavillage.com.au or email to info@casuarinavillage.com.au

Privacy information: the personal information provided by you is used by Consolidated Properties to contact you or send you information about the Casuarina Village development. You may request to access your personal information and request that it be corrected at any time. If you wish to request access, or correct, your personal information please contact the Community Liaison Officer on 1300 033 800 or email to: info@casuarinavillage.com.au.

Appendix II

Categories and their commentary

Category	Commentary
Feelcomm	Community feel/centre/space/design (i.e. could be design that encourages people to gather i.e. water feature/ amphitheatre)
Publicspace	Green space, parks, open space
Retail	Location and arrangement of Retail/eating/drinking
Beachretail	Eating/drinking/retail near to the beach
Number	Increased numbers of residents or tourists
Traffic	Additional traffic and upgrading of Casuarina Way to a main thoroughfare. Access roads to the town centre from the Coast Road.
Moreparking	More parking
Awaybeachparking	Parking back from beach
Nearbeachparking	Parking near beach
Notoverlookparking	Don't want cafe area to overlook parking
Esplanade	An esplanade
Touristy	Caters for tourists rather than long term residents
Lifesaveclub	Life saving club
Overpricing	Overpricing that doesn't fit in with local prices
Cultural	Cultural facilities – such as theatre, movies etc
Fitness	Sports and fitness facilities
Pedestrian	Pedestrian areas walkways
Youthteen	Youth / teenager facilities
Promises	Earlier promises to deliver town centre / facilities such as movies
Playingfields	Noise from traffic accessing playing fields through residential street
Beachcommfac	Community facilities i.e. for family, children teenagers near to the beach
Convenient	Compact layout of the town centre, and the convenience of where facilities and services were positioned.
Localstyle	In keeping with local values/style i.e. beach / laid-back / modern Australian
Beachaccess	Beach access or beach views
Infirm/disabled	Access/services for infirm/disabled
Other	Other

Appendix III

Malcolm Middleton comments on the issues raised with him

Amount of parking
Location of Parking
Provision of Surf club (both ways) Some for some against on the basis that the Salt club is not viable.
Need for a restaurant with a water view
Underground parking provisions - generally strongly supported
Support for main plaza but need for good management to reduce anti social behaviour potential
Handicap facilities, bus stop, pick up drop off etc
Position of boardwalk and interaction with public plaza
General Support for supermarket position
Concern about amount of traffic on Casuarina Way
Appearance of the " drain" overland flow path
Keep architectural style coastal
Keep three storeys max
Have a pool with a view in hotel
Support for hotel if it is not an exclusion resort style but more like the Byron Hotel
Clarify beach access locations
Support for specialist retail in and around the village

November 2006

*Summary
Report*

Community Consultation

Casuarina Village



November 2006

Casuarina Village

1.0 Executive Summary

In May 2006, Consolidated Properties commissioned an extensive community consultation process for the proposed Casuarina Village development. The objectives of the consultation process include:

- An open and transparent process to encourage local input and feedback on 3 master plan designs offered for public comment
- Presentation of a final Concept Design based on community input following the master plan displays
- Capture and respond to specific community issues during the public consultation process and maintain an on-going dialogue
- Offer a two stage consultation process; commencing with the Master Plan public displays and using public comment to present the Village Concept Design
- Develop a Village which represents the best community outcome for residents in Casuarina and surrounding villages including; Cabarita, Kingscliff and Pottsville

A large volume of community data was generated via public displays at the Casuarina Conference Centre held in late June 2006, which presented three Village design options. The displays were widely advertised and local residents from Casuarina, Kingscliff, Cabarita, Pottsville and neighbouring Tweed communities were invited to provide comment using a feedback sheet. Analysis of data from the feedback sheets produced the following outcomes:

- Strong local participation from residents in Casuarina
- Support for a Village Centre without a beachfront esplanade
- A Village design which provides accessible local shopping, retail and community facilities, without significant impacts on surrounding retail centres in Tweed
- Recommendations to include disabled and elderly access from local residents in the Tweed coastal region
- An agreement between the developer and the local residents groups to provide funding and land for the establishment of a private life saving facility to safeguard beach safety at Casuarina
- An on-going dialogue with local Residents Associations in relation to preferences and community amenities.

2.0 Summary of community data (public displays)

Category	Findings
Most represented age group	36-45 years (40%)
Preferred design option	Option A (38%) and B (33%)
Top 3 design aspects of Option A and B	• Public space (amount and distribution of green space, open space, wide roads, pedestrian-dedicated areas); • Community feel (has a heart where people can gather, interact and relax); • Convenient design (good mix of services within easy access).
Top 3 community amenities	• Entertainment & eating out • Medical & health • Community and social
Most represented community	Casuarina (82%)
Participants at public displays & feedback sheets	350 & 147

3.0 Participant Summary

3.1 Stage 1 Consultation - Public Displays

The public displays were held on Sunday June 25 between 10.00am and 4.00pm Monday June 26 and Tuesday June 27 between 6.00pm and 9.30pm. The consultation period closed on Sunday July 16. A total of 353 people attended the displays from communities including: Casuarina Beach, Salt, Kingscliff, Bogangar, Pottsville, Tweed, Currumbin, Coolangatta, Banora Point, Burleigh, Ormiston, Brisbane. A total of 137 feedback sheets were returned and analysed.

3.2 Stage 2 Consultation – Concept Design Presentation

The Concept Design presentation was held on November 13 and 14 between 7.00-9.30pm. The public response period closed on November 24 and a total of 53 people attended the presentation and all participants were residents at Casuarina Beach. A total of 22 response sheets were returned and analysed with comments and data fed back to Consolidated Properties.

4.0 Consultation Activities

- To encourage broad participation, activities prior to each consultation event included: Establishment of the Community Liaison Office, with a named Community Liaison Manager (Susanne Taylor), dedicated 1300 number and email address and website
- Briefing with Lucy Turnbull, Tweed Administrator by Don O'Rourke, CEO of Consolidated Properties
- Issuing display materials to Tweed Administrators for comment prior to the start of the public display period
- Distributing an email alert to Casuarina residents via the Casuarina Residents Association
- Placement of 4 public notices advertising the displays and the presentation in *The Tweed Daily News*
- Placement of A3 posters advertising the public meetings in community locations in Cabarita, Kingscliff, Hastings Point, Pottsville and Murwillumbah
- Background briefing on Casuarina Village and the objectives of the consultation process with Leonie Brant, Senior Journalist on the *Daily News*
- Review of the demographics and social profile of the Tweed region to ensure a broad cross-section of the community to attend the public meetings
- Calls to the Residents Associations in the region: Cabarita, Casuarina, Hastings Point, and Kingscliff to encourage participation and maintain regular contact
- Public display notices sent to State Member Neville Newell and Federal Member Justine Elliott.

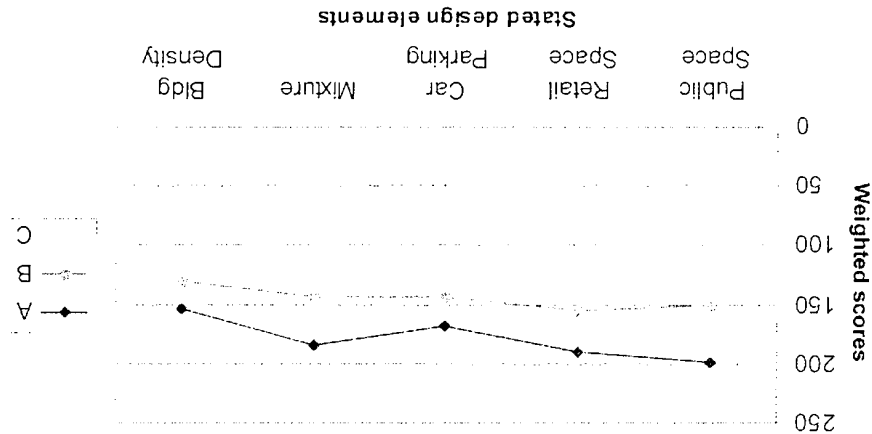
5.0 Consultation outcomes

Based on the analysis of the responses from the feedback sheet, the community's most approved features and facilities included:

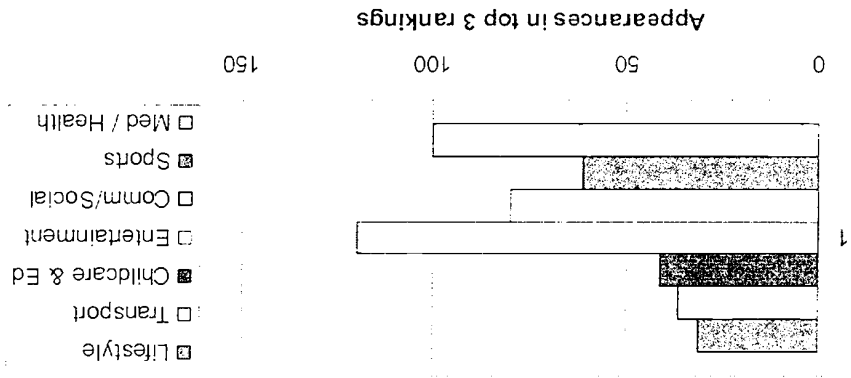
- Community focussed facilities and amenities (e.g. open parks) were considered the most important Village feature
- The Casuarina community (the main respondents) expressed clear preferences for community and family facilities i.e. central open space (parks) and beach side barbecue facilities
- Entertainment, recreation and beachfront dining and cafes emerged as key desirable amenities
- Access to medical facilities, childcare and a central community space for a range of community activities were also seen as critical to building a Casuarina community.

5.1 Data Summary (part) – Public Displays

Q3 What did you like most about your preferred design option?

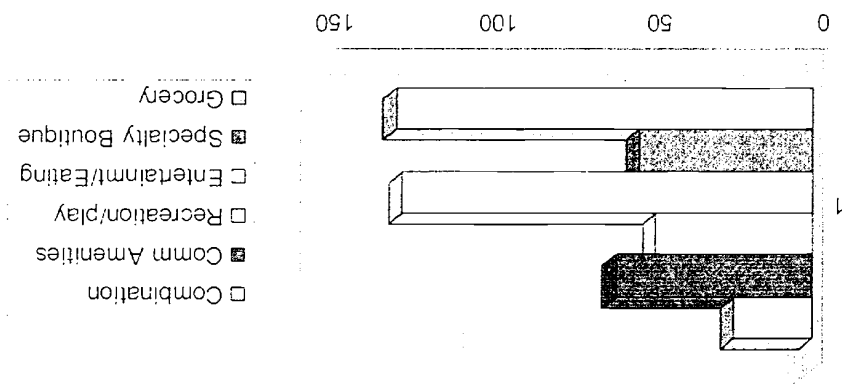


Q4 What community facilities and services would you like the Village to provide?





Q5 What would be the main reason you would visit the Village?



5.2 Data Summary (part) – Concept Design presentation

The Concept Design presentation presented the key themes and outcomes that emerged from the public displays namely:

- Use of public open space
- Parking, traffic control and road networks
- Village uses and mix of facilities
- Community facilities and community services precinct
- Preservation of the 7f zone and dune area
- Access for disabled and elderly, including local bus services
- Entertainment and restaurant facilities

The evening sessions were presented by Susanne Taylor, Community Liaison Officer, Brian Toyota, Architect and Master Planner and Brett McClurg, Traffic Consultant.

Over 20 response sheets were completed by participants in response to the presentation.

Over 80% of responses to the Concept Design related to resident concerns about traffic increases and the proposed use of traffic lights to control traffic flow within the Village and onto the Tweed Coast Road. Other issues included; control of building heights; maintaining design standards throughout the Village; bus services, views to the ocean from bars, restaurants and cafes next to the beachfront park.

There were no objections to the design, layout and main features and facilities of the Village and Casuarina Residents Association officially signed off the Concept Design in a letter supporting the extensive consultation process and main design features of the Village.

6.0 Summary

The consultation process has been on-going, extensive and inclusive allowing residents in the region to provide input into the final design of the Village. The process has been supported by the community and has produced community ownership of the Village; its purpose and focus as a community meeting place.